



Source: Castrol Business Services Car Servicing Trend Tracker

Dealer performances

Sample service retention Top Six	Age/Retention Index Top Six	<4-year customer retention Top Six	Dealer satisfaction Top Six
MG Rover	Volvo	BMW/Audi/Mercedes	Honda
Nissan	Audi/BMW/Mercedes	Citroën	Volvo
Fiat Group	Toyota	Toyota	Toyota
Volvo	VW	Honda	Mits, Maz, Suz, Dai
Volkswagen	Honda	Mitsu, Maz, Dai, Suz	Nissan
Ford	Citroën	Peugeot	Vauxhall